



Career Center Committee Meeting

July 27, 2021

8:30 am – 10:00 am CSB Boardrooms

[Click here to join the meeting](#) Or call in (audio only) +1 561-486-1414,755306832#

Attendees:

Nancy Heller (Chair), Shawn Beal, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Brian Jaskiewicz, Leslie Jones, Laura Koursaris, Travis Mack, Theodore Pobst, Pamela Reed, Jennifer Sugarman

Agenda

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<i>Call to Order</i>	Nancy Heller	
<i>Roll Call</i>	Marina Stone	
<i>Public Comment</i>	Nancy Heller	
<i>Presentations</i>		
Young Adult Job Seekers Employment Needs and Goals	Joni Newkirk	1 - 6
Customer Intake Process	Ahmanee Collins-Bandoo	7
Community Development Block Grant – Disaster Recovery	Debbie Joyce	8 - 11
<i>Action Items</i>		
▪ Approval of Committee Minutes for April 27, 2021	Nancy Heller	12 – 14
<i>Reports</i>		
President’s Report	Marci Murphy	
<i>Discussion/Information Items</i>		
Objective 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need.	Jana Bauer	15 – 19
▪ ITA Annual Vendor Evaluation	Erma Shaver	20 – 22
▪ Effectiveness of Training/Career Services PY 20-21	Erma Shaver	23 – 24
▪ Career Center Activities and Continuous Improvement	Jana Bauer	25 - 26
Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.	Jana Bauer	27 – 29
▪ Outreach Review – January – June 2021	Denise Biondi	30 – 31
Objective 3: Maintain a data-centered environment to measure the success of CareerSource Brevard’s services. Primary Indicators of Performance	Jana Bauer	32
▪ End of Year Contractor Performance PY20-21	Erma Shaver	33 - 36
▪ Primary Indicators of Performance	Erma Shaver	37
▪ Continuous Improvement Performance Initiative	Erma Shaver	38 - 39
Objective 4: Offer the highest quality of services to Businesses to meet their workforce Primary Indicators of Performance	Jana Bauer	40
▪ Q4 2021 Job Fair and Recruiting Events Presentation	Thomas LaFlore	41 – 42
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<i>Adjourn</i>	Nancy Heller	

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting is asked to advise CareerSource Brevard at least 48 hours prior to the meeting by contacting Lyn Sevin at (321) 394-0507. Persons who are hearing or speech impaired can contact Lyn Sevin through the Florida Relay Service by dialing 7-1-1

Upcoming Meetings

July 2021

27th Career Center Committee-8:30am

August 2021

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

19th Board of Directors-8:00am

September 2021

No meetings

October 2021

12th Industry Workforce Committee-8:30am

26th Career Center Committee-8:30am

November 2021

1st Finance Committee-3:30pm

1st Executive Committee-4:00pm

18th Board of Directors-8:00am

December 2021

No meetings

January 2022

13th Industry Workforce Committee-8:30am

25th Career Center Committee-8:30am

February 2022

7th Finance Committee-3:30pm

7th Executive Committee-4:00pm

17th Board of Directors-8:00am

March 2022

No meetings

April 2022

12th Industry Workforce Committee-8:30am

15th Board of Directors-8:00am

26th Career Center Committee-8:30am

May 2022

2nd Finance Committee-3:30pm

2nd Executive Committee-4:00pm

19th Board of Directors Retreat-8:00am-12pm (TBD)

June 2022

No meetings



FLORIDA JOB SEEKER YOUTH AND HIRING LEADERS RESEARCH



JUNE 2021



Objectives & Methodology

To better inform communication with and messaging for the youngest job seekers (16-24 years old, or Gen Z), research was conducted to:

- Understand awareness, knowledge, perceptions and past usage of the CareerSource Florida network's services;
- Determine specific job development and employment needs;
- Understand sources of information and help used today;
- Test potential tactics and concepts to better reach and engage this segment.

An online survey of 1,205 qualified job seeking Youth respondents age 16-24 was conducted from February 3, 2021-February 25, 2021.

An online survey of 153 Florida Employers involved in hiring and planning to recruit Youth candidates was also conducted. The Employers sample was drawn from a panel and they may or may not have worked with the CareerSource Florida network in the past.



2



Key Findings

Awareness is the single greatest opportunity for the CareerSource Florida network.

- Top of mind awareness is almost non-existent and only half of Youth claim they have heard of the CareerSource Florida network when prompted with the name. Those that have used the CareerSource Florida network have positive perceptions.
- Among Employers, the company's website and third-party recruiters such as Indeed and LinkedIn are "go to" sources. The CareerSource Florida network is farther down the list, but those who have used the organization have positive perceptions.

Reaching Youth online as they research careers, understand job requirements, study benefits, and learn how to apply will be critical for the CareerSource Florida network to get into the game.

Those with detailed career plans through a trade are most confident in reaching their goal.

- Lower confidence was seen in younger, less educated Youth just graduating high school, but also with older Youth with Bachelor degrees.
- The former is just starting out and uncertain what they need to do to reach their goals. The latter is facing the daunting reality of an uncertain job market just as they graduate from college.

Youth are intent on finding a career that is fulfilling and where their quality of life will remain strong. Messaging from the CareerSource Florida network that speaks to these intangible goals will resonate.

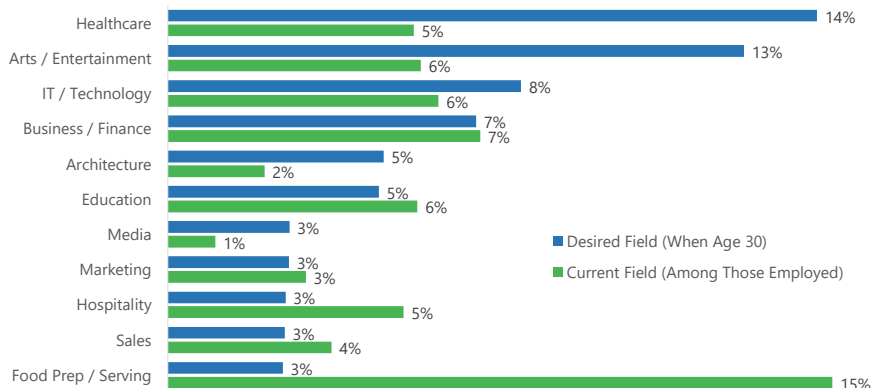
Both Youth and Employers believe dependability and a positive attitude are strong considerations during the hiring process. Employers also put a strong emphasis on prior experience, something that is not being recognized among Youth.



Healthcare Most Desired Field For Youth When They're 30

Careers in Healthcare and Arts / Entertainment are most popular among Youth, while many currently working in Food Prep or Serving and Hospitality will look to exit those fields. A career in Arts / Entertainment includes interest in being performers, illustrators, and YouTube or other content creators.

YOUTH: DESIRED FIELD OR INDUSTRY WHEN THEY'RE 30



Note: Only Desired Field mentions of 3% or more are shown.

Youth A5: Which of the following best describes the field or industry of work you hope to be in when you're 30? Please read all options before making a selection. 4

Youth B7: In which of the following industries were your previous employers or line of work if self-employed? Please select all that apply

Financial Freedom A Priority For Youth

Many Youth grew up during the Great Recession and are very aware of the importance of financial stability. They hope to be in a good position financially in a fulfilling career they love by the time they're 30.

GOOD FINANCIAL SITUATION

"A career that can pay all my bills, needs and **live comfortably**"

"When I am 30 years old I can expect to become **financially stable** with a good paying job in software engineering."

"I hope you have a career that **allows me to have financial freedom** and help others"

"One that satisfies me and **makes me enough money to live comfortably**."

"I hope to have a career that can help me sustain myself in **making it possible for paying for my needs and wants**. A career where I know I can stay a long time working in until I retire."

JOB / CAREER I ENJOY

"I hope to have a job where I am able to show off my talents and my skills. **I want a job that I enjoy** and am able to grow from. I don't want to work somewhere where I feel trapped or like I settled."

"I hope to have a career that **I am thriving for hope to work and make by doing my best**"

"I hope to **have a career that I enjoy**. I want the work that I do to have a positive impact on my overall mood in a way that fulfills my mental health."

"A job where I feel like I am making a difference and **reaching my fullest potential**."

HAPPY / NOT BORING / FULFILLING

"I hope to have a job that I can **enjoy and not find boring** or too tiring..."

"**Something fulfilling**, that I enjoy doing. A career that pays the bills and leaves me with time to spend with my family. A long-term job that I don't have to worry about losing suddenly."

"I want to **have a job I have fun doing** and that **will also let me live the life that I want to live**."

"I hope to have the **kind of career that fulfills me** and leaving me feeling like I've done something to help others."

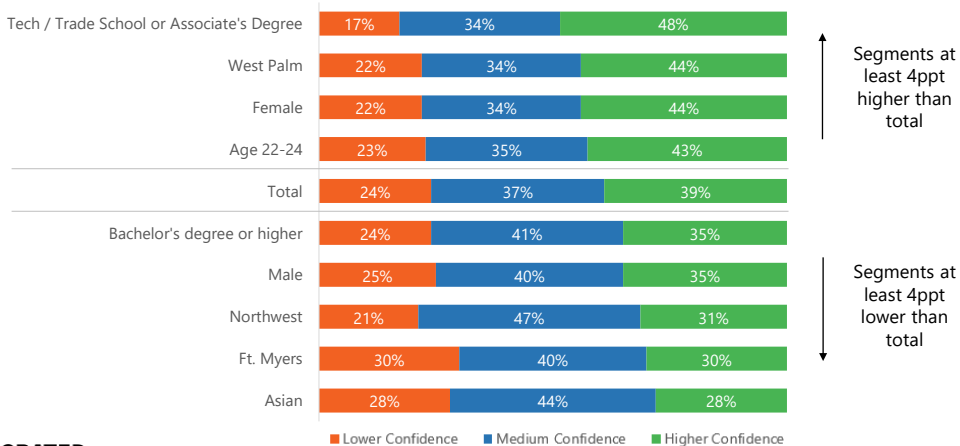


Youth A2: Think ahead to when you are 30 years old. How would you describe the kind of job or career you hope to have, if any?

Higher Educated Youth Among Least Confident Groups

Youth with a Tech /Trade school or Associate's degree have the highest confidence of any group, much higher than those with a Bachelor Degree. Women are more confident than men.

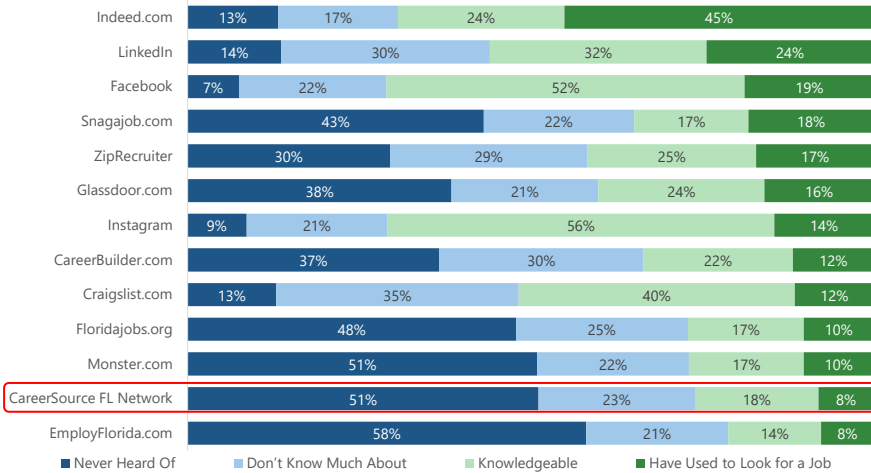
CONFIDENCE TO ACHIEVE DESIRED JOB BY 30



Youth A4: How likely is it that you'll be able to achieve the kind of job or career you hope to have by the time you're 30?

Half Of Youth Have Never Heard Of The CareerSource Florida Network

YOUTH: FAMILIARITY WITH HIRING SOURCES



INSIGHT

Awareness is the main opportunity for building the CareerSource Florida network brand among Youth. Virtually none mentioned the CareerSource Florida network top of mind, and only half claim to have heard of it when aided.

IMPLICATION

Given no real differences between regions, efforts at the statewide *and* local level will be key to gaining the attention of Youth.



Youth C8: Please indicate your familiarity with each of the following sources about jobs and careers. For any that are also used for other reasons, please specifically answer in the context of career information or job postings.

Employers Rely On Their Own Website To Recruit

Employers primarily depend on their own company resources and word of mouth to hire candidates. One-third seek assistance from a state or local employment assistance office.

EMPLOYER: PRIOR USAGE OF HIRING SOURCES

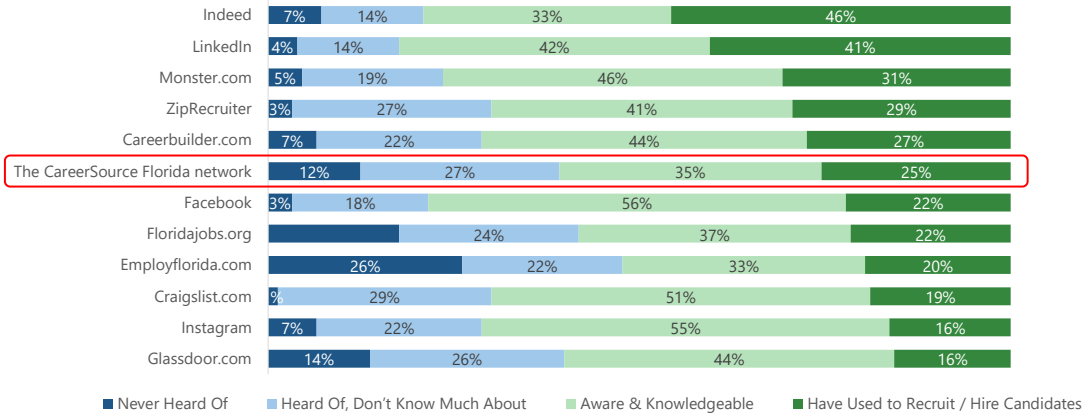


Employer A4: Which of the following have you ever used to recruit or hire candidates? Please select all that apply

Employers Have Moderate Familiarity With CareerSource Florida

Beyond their own company resources, employers have the most experience with using Indeed and LinkedIn to recruit and hire. Facebook and Instagram are emerging as new alternatives to find candidates, especially among younger hiring leaders.

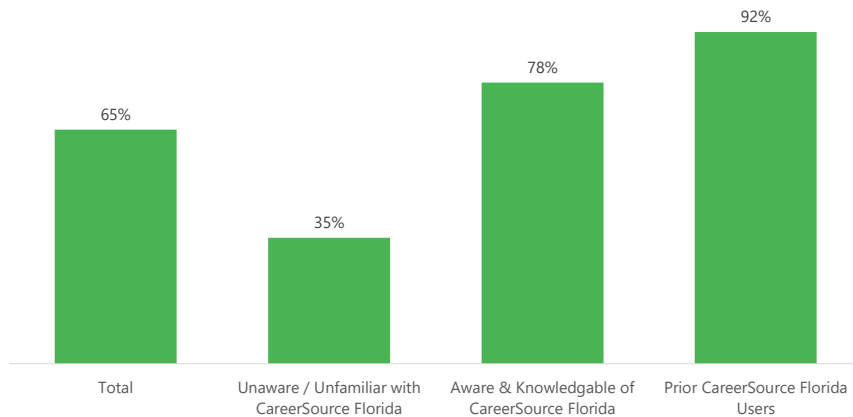
EMPLOYER: FAMILIARITY AND USAGE WITH HIRING SOURCES



A3: Please indicate your familiarity and usage with each of the following means of recruiting and hiring candidates.

CareerSource Florida Users Are Very Satisfied

EMPLOYER: % SOMEWHAT OR VERY LIKELY TO USE THE CAREERSOURCE FLORIDA NETWORK ON NEXT RECRUITING SEARCH BY KEY GROUPS



Employer A6: For your next recruiting search, how likely are you to use each of the following?

Employers Say Youth Lacking Work Experience

EMPLOYER: SPECIFIC CHALLENGES WHEN RECRUITING AND HIRING CANDIDATES



INSIGHT

Youth are not fully prepared for the hiring process. They need help managing their expectations, developing their skills and experience, demonstrating they are ready to work and having confidence in their abilities.

IMPLICATION

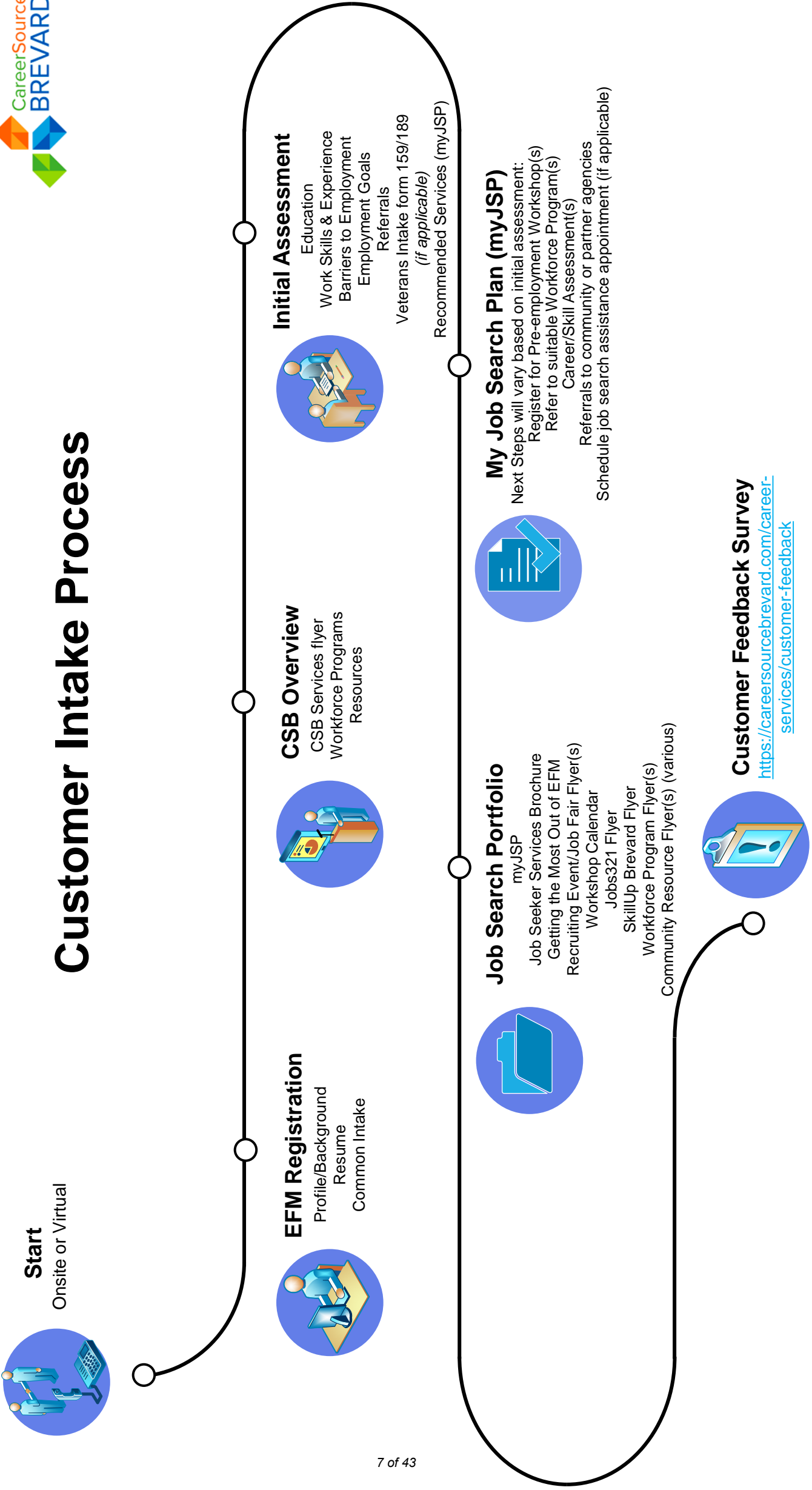
Offer training courses to Youth to learn about steps in the hiring process. When Employers approach CareerSource Florida about filling positions, they will be able to identify more seasoned candidates than they can find on the 'open market'.



Employer A12: Which of the following are specific challenges you've seen when recruiting and hiring candidates? Please select all that apply.

11

Customer Intake Process





Community Development Block Grant *Disaster Recovery*

Career Center Committee Meeting
July 27, 2021

Debbie L. Joyce, Project Coordinator



CareerSource Brevard
Grant Amount \$2,049,784
Award Date: February 26, 2020



Construction Trades Training

Participants

Top 4 Participant Eligibility Requirements

- **Must be 18 or over**
- **Be authorized to work in the U.S.**
- **Provide documentation establishing proof of identity**
- **Income verification (pay stubs, recent tax return, 1099, SSA, VA, TANF, Pension, etc.)**

90

Participants To Be Served

55

at least of Participants Employed at Exit

At least

51%

Of participants to be low- and moderate-income persons

HUD FY 2021 INCOME LIMITS DOCUMENTATION SYSTEM

[### FY 2021 Income Limits Summary](https://www.hud.gov/HUD>User Home Data Sets Fair Market Rents Section 8 Income Limits MTSP Income Limits HUD LHMTC Database</p>
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Selecting any of the buttons labeled "Explanation" will display detailed calculation steps for each of the various parameters.

FY 2021 Income Limit Area	Median Family Income	FY 2021 Income Limit Category	Persons in Family							
			1	2	3	4	5	6	7	8
Palm Bay-Melbourne-Titusville, FL MSA	\$77,900	Very Low (50%) Income Limits (\$)	25,450	29,050	32,700	36,300	39,250	42,150	45,050	47,950
		Explanation								
		Extremely Low Income Limits (5%)	15,300	17,450	21,960	26,500	31,040	35,500	40,120	44,660
		Explanation								
		Low (80%) Income Limits (\$)	40,700	46,500	52,300	58,100	62,750	67,400	72,050	76,700
		Explanation								

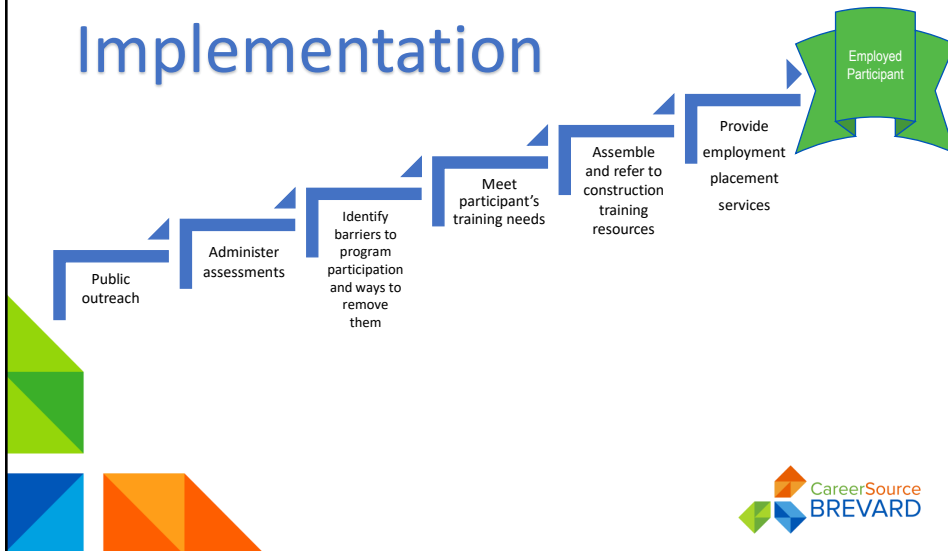
70%

of funds must benefits such persons



Grant Action Plan Elements

Implementation



Grant Activity Milestones

- 3/10/2021** Grant agreement fully executed
- 3/29/2021** DEO on-boarding completed
- 4/19/2021** Project Coordinator on-boarded
- 5/4/2021 - 5/7/2021** Initial implementation documents submitted to DEO for approval
- 5/10/2021 to Present** DEO review and approval of CSB's submissions
- 7/23/2021** All CSB's reporting requirements are current
- 8/1/2021** Participant application processing target date*
- 9/1/2023** Grant expenditure deadline

*Requires DEO prior approval





Thank You



CareerSource Brevard

Career Center Committee

April 27, 2021

Minutes

The meeting was held virtually via teleconference using Microsoft Teams during the COVID-19 pandemic.

Members in Attendance:

Nancy Heller, Chair, Lorri Benjamin, Lynn Brockwell-Carey, Marcia Gaedcke, Robert Gramolini, Leslie Jones, Laura Koursaris, Travis Mack and Jennifer Sugarman

Members Absent: Shawn Beal, Brian Jaskiewicz and Theodore Pobst

Staff in Attendance:

Jana Bauer, Judy Blanchard, Denise Biondi, Thomas LaFlore, Lisa Fitz-Coy, Deidre McVay-Schulmeister, Erma Shaver and Marina Stone

C2 Staff in Attendance:

Chakib Chehadi, Ahmanee Collins-Bandoo, Marvetta Gordon, Caroline Joseph-Paul, Bob Knippel, Angie Londono, Michele McAlpin, Jessica Mitchell, Aaron Smith and Kristine Wolff of CareerSource Brevard (CSB)

Guests in Attendance:

There were no guests in attendance.

Call to Order:

Nancy Heller, Chair called the meeting to order at 8:30 am at CareerSource Brevard (CSB). Introductions were made.

Public Comment:

There was no public comment.

Presentations

Crosswalk Portal Presentation

Staff conducted a presentation of Brevard's new agency-to-agency online referral platform, Crosswalk. This system was built by CareerSource Suncoast and is being offered at no cost to the region. The tool allows for community agencies to establish an organizational profile which describes the services offered. Other agencies are then able to refer clients, which streamlines the process of sharing customer information. Receipt

of the referral can be acknowledged in the portal, with the option to share minor notes as well. CSB is excited to offer this tool to the community and it launched officially on May 4. The committee asked when partners would be able to obtain login information, the response was less than two days. We will email the link out to members.

Customer Feedback Mechanism Demonstration

Based on the CareerSource Brevard Board of Directors Retreat last February, an initiative was developed to create and track an online customer feedback mechanism that would be housed on the CSB website. The portal will be designed to serve two primary functions; collecting success stories from customers and collecting survey data regarding customer experiences within the center. Staff demonstrated the new online customer feedback mechanism.

Action Items:

Approval of Career Center Committee Minutes of January 26, 2021

Motion to approve the Minutes from the January 26, 2021 meeting was made by Jennifer Sugarman. Marcia Gaedcke seconded the motion. The motion passed unanimously.

Regional Targeted Occupations List for PY 2021-2022

CSB is required to produce and publish the Regional Targeted Occupations List (RTOL) on an annual basis. Staff reviewed the local activity required to create the list and changes to RTOL based on current employment trends and data. Jennifer Sugarman made a motion to approve the staff recommendation for the RTOL for PY 2021-2022 as presented for inclusion in the consent agenda of the next Board of Directors meeting. Robert Gramolini seconded the motion. The motion passed unanimously.

Discussion/Information Items:

Committee Goal Status

Staff reviewed the matrix of the Career Center Committee including the Goal, Objectives, Strategies, Actions, Timeframes and Status of each strategy.

Career Center Activities and Continuous Improvement

Throughout the duration of the COVID-19 pandemic, C2GPS has considerably modified the delivery of services by virtualizing case management, workshops, site visits, employer services and more. A snapshot of the various activities and new initiatives that have occurred within the career centers for the past quarter was shared. Jennifer Sugarman expressed an interest in partnering with CSB to help get people back to work and help businesses hire job seekers.

Quarterly Multimedia Outreach Matrix

A matrix showing the quarterly activities of the Outreach Department was shared.

Third Quarter Contractor Performance PY20-21

The CSB/C2 GPS contract is cost reimbursement for direct program costs, however; profit is withheld from the Contractor until measurable performance outcomes are achieved. The Contractor met the performance criteria for 17 of the 21 of the minimum measures and exceeded 12 of the 21 accelerated measures.

Primary Indicators of Performance

Common Measures were established under WIA and are still required by the Workforce Innovation and Opportunity Act (WIOA). Data was shared showing past performance and actual performance, along with PY20-21 goals. The goals for Credential Attainment Dislocated Worker and Youth were missed for the 2nd quarter. All other performance goals were met or exceeded for the 2nd quarter.

Continuous Improvement Performance Initiative

The Continuous Improvement Performance Initiative (CIPI) Measures are those developed under the guidance of CareerSource Florida and align with CSF’s corporate goals. These measures are used for awarding performance incentive monies to regional workforce boards. The initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments. The committee reviewed the data for PY 20-21 January 1 through March 31, 2021. To date CSB has received \$29,734 of the incentive dollars allocated to PY 20-21 performance.

Q3-2021 Job Fair and Recruiting Events Presentation

A presentation was shared that highlighted CSB Recruiting Events, Job Fairs, Workshops, Presentation and Panels along with a Fact Sheet for July 1, 2020 through March 31, 2021.

Adjourn:

There being no further discussion or business, Nancy Heller, Chair adjourned the meeting at 9:56 am.

Respectfully submitted,

Reviewed by,

{signature on file}
Marina Stone

06/10/21
Date

{signature on file}
Nancy Heller, Chair

06/10/21
Date

Career Center Committee

GOAL: Create a Career Center Model that is one of the top choices for career seekers and businesses in Brevard by offering quality workforce products and services.

Objective 1: Offer the highest quality of services to Career Seekers to enable them to become the talent that the businesses need.

Strategies	Actions	Timeframes	Status
Identify, measure and implement the training needs of local businesses.	Measure & analyze the effectiveness of the training programs offered to career seekers through CSB.	July 2021	Annual update to be provided in July 2021. <i>See ITA Annual Vendor Evaluation Brief</i> <i>See Effectiveness of Training Brief</i>
	Measure, analyze, & implement training solutions based on the impacts of COVID-19 to businesses and jobseekers.	July 2021	Management staff continues to monitor labor market information from several new sources; a Department of Economic Opportunity Reemployment Assistance Dashboard that provides number of claimants, claims paid and associated industry of employment, as well as DEO's new labor market and economic data platform- Florida Insight provides an overview of key economic indicators including statistics on current employment, unemployment, wages and labor force participation. <u>Burning Glass</u> CSB recently purchased Burning Glass, a premier labor market data and talent analysis software system, allowing staff access to labor market information (LMI) and talent matching programs, driven from real-time data from hundreds of millions of job postings. It offers crucial insights into regional and state jobs most in demand, specific skills employers need and the career direction that offer the highest potential for workers. Staff has been assisting our region's employers, education partners, and economic development partners with requested data and program developed reports to meet workforce LMI needs.
	Implement the training needs for career seekers in the construction industry.	Ongoing	<u>Construction Occupations Training Grant</u> The final executed contract was received on 03/10/2021. DEO provided an on-boarding virtual meeting on 3/29/2021. Staff have completed the submission of required documents to DEO and are awaiting their approval and notice to proceed. Training commencement is dependent upon DEO's approval of proposed programs. CSB will continue to update committees and keep the Board of Directors informed as to the progress. A survey is in development to identify the needs of the construction industry and understand what certifications are warranted for the different sectors to prepare for implementation under the Construction Grant performance outcomes.
Demonstrate examples of		Ongoing	<i>See Q4-2021 Job Fair and Recruiting Events Presentation</i>

<p>effectively cross walking real-time Industry data to Career Counselors, recruiters, and jobseekers.</p>			<p><u>Eastern Florida State College HVAC Program</u> Recently, a Business Liaison met with and toured Eastern Florida State College HVAC and Welding programs’ labs to learn more about the curriculum and hands-on training. It was also discussed how CSB can help with placement of graduates and current students in the programs in the industry related careers.</p> <p><u>Virtual Nursing Career and Training Convention</u> To recruit candidates for CNA, LPN, RN training and careers, CareerSource Brevard held a virtual Nursing Career and Training Convention on May 13, 2021 through the Zoom and the Premier Virtual Job Fair platforms. Career seekers could chat with employers and training providers during concurrent information sessions. Sessions provided information on career pathways, training provider presentations, scholarship and tuition reimbursement and an employer Q&A panel. CareerSource Brevard acquired 48 sign ups, 30 information session participants and 9 Premier Virtual Job Fair attendees.</p> <p>The information sessions were recorded and will be posted on our website to share with job seekers as an ongoing recruitment tool.</p>
<p>Convening industry partners and training providers to promote ongoing discussions and events around industry and sector workforce needs focused on assisting career seekers.</p>		<p>Ongoing</p>	<p><u>National Association of Workforce Development Professionals</u> VP of Industry Relations represented CSB on a ‘Developing Registered Apprenticeships’ panel presentation for the National Assoc. of Workforce Development Professionals on June 22nd facilitated by Safal Partners, a contractor for USDOL.</p> <p><u>Palm Bay Chamber of Commerce Presentation</u> Marci Murphy presented an overview of the ‘World of Workforce’ on July 7th to the membership of the Palm Bay Chamber at their monthly luncheon. She showcased services, retention strategies, Brevard’s economic climate and tools that can be utilized by our local businesses.</p> <p><u>Partnership with EDC</u> CSB Industry Relations and contractor staff continue to collaborate with the EDC to better leverage CPT student and graduate participation in the OJT program or with job placement assistance. Career Center Staff and the BL hosted a CSB/OJT Webinar on April 7th for the April 12th class and on June 22nd for the June 28th class. These webinars include a review of CSB services, OJT overview and scheduled workshops dedicated for CPT students to participate in. CSB again provided a dedicated outreach effort (EF jobseeker registrant blast, social media, website) for the June CPT class. BL also worked on facilitating the April 15th</p>

			<p>private Virtual Job Fair. BL assisted with employer outreach and facilitating the April 28th private Virtual Job Fair where 8 manufacturing employers participated. BL also participates in the EDC CPT Advisory Council meetings for selection & voting of new CPT applicants.</p> <ul style="list-style-type: none"> • Since CPT program inception (2016), CSB has hosted/supported 21 recruiting events dedicated solely (or a portion of the time) to CPT graduates with multiple manufacturers. • Since program inception, CSB has funded \$283,517 in manufacturing OJTs for jobseekers into employment and \$115,961 in ITA training scholarships (CPT and industry-related trainings). <p><u>FloridaMakes Make More Manufacturing Summit</u> Business Liaison attended the virtual FloridaMakes Make More Manufacturing Summit sessions on June 22nd & 23rd where speakers such as Dr. Jerry Parrish presented as well as employer and legislative panels and breakout sessions. The Business Growth Segment sessions discussed what the current state of the manufacturing ecosystem looks like, the challenges, strategies and opportunities manufacturers are facing around workforce, growth capital, supply chains and emerging markets.</p> <p><i>See Q4-2021 Job Fair and Recruiting Events Presentation</i></p>
<p>Improve the lives of Brevard County's Youth & Young Adult population by offering services & programs that benefit this population & prepare them for the workforce.</p>	<p>Work with Brevard Public School's to facilitate the addition and robust usage of Vocational and CAPE Academies.</p>	<p>Ongoing</p>	<p><u>CTE Job Fair</u> The Industry Relations Manager & BL worked with the BPS CTE Director and staff to host a virtual job fair for graduating seniors of all CTE programs throughout the county. The job fair was scheduled to be held on May 14th. When initial surveys were sent out to the graduating seniors, there were 40 responses expressing interest in participating. However, only 10 students registered to participate. Therefore, the event had to be cancelled because both organizations agreed that at least 20 CTE graduating seniors needed to register to participate in order to effectively facilitate this event. The registered graduating seniors were given the opportunity for their resumes to be sent to employers within their fields of study. They were also invited to register for the Job Fair held on June 10th.</p>
	<p>Effectively run the NextGen young adult program and supply youth with innovative services to help them enter the workforce.</p>	<p>Ongoing</p>	<p><u>NextGen</u> PY 20-21 through June 21, 2021:</p> <ul style="list-style-type: none"> • 84 carryover cases • 106 enrollments this program year, for a total of 190. <p>The team continues to outreach to young adult job seekers through a number of ways, including:</p> <ul style="list-style-type: none"> • Expanding partnerships with community agencies such as the G.O.D. Project, Ready for Life and

			<p>Space Coast Cultural Arts and Business Organization. In May, presentations were made to Ready for Life, Adult Ed and AMIKids, and we had our first G.O.D. Project enrollee.</p> <ul style="list-style-type: none"> • EFM Messaging • Co-enrolling SNAP participants • Faith-based outreach • Adult Education students • In-reach through co-workers • Outreach to parents • Spanish Speakers • High schools for ISY
	<p>Work with Cities and organizations in Brevard County to offer work readiness training and/or a Summer Jobs program.</p>	Ongoing	<p><u>City of Titusville</u> In support of our partnership with the City of Titusville, CSB pre-screened 12 student applications to determine eligibility for WIOA in-school-youth funding. There were no students who were eligible as in-school youth. On May 22, CSB conducted a voluntary employability skills workshop for 3 students who were among those hired for a summer job by the city.</p> <p><u>Cocoa Works - City of Cocoa</u> CSB and the City of Cocoa have officially launched the 2021 Cocoa Works program. A total of 5 students successfully completed Foundations Training and began working on June 14. The internship will last until July 16. Students are working in the Human Resources, Leisure Services, IT, Customer Service and Fleet departments. The City of Cocoa will be hosting Cocoa Works for the 2021 summer. Students will work June 14 – July 16. The NextGen team reviewed applicants but there were no students eligible as in-school youth to be co-enrolled.</p> <p><u>Summer Earn and Learn</u> CSB received a total of 40 eligible students who pre-qualified based on age and free/reduced lunch status. All students were invited to complete eligibility, however for a variety of reasons, many were not able to. Eleven students successfully completed pre-employment training on June 7-8 and will work June 21-July 30 at locations throughout the county.</p>
<p>Ensure that measurable continuous improvement is being utilized throughout the CSB organization.</p>	<p>Sustain Customer focused, high performing services to the general public.</p>	Ongoing	<p><i>See Career Center Activities and Continuous Improvement Brief</i></p>

	Develop and implement a consultative approach for customer intake in the career centers.	July 2021	<i>See Customer Intake Process Presentation</i>
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July 27, 2021

Discussion Brief

ITA Annual Vendor Evaluation

Background

This is the annual vendor performance report for committee review. This brief is meant to help determine the success of training providers and to make that performance data available to staff and others. It must be noted that this performance report is ONLY for CareerSource Brevard (CSB) funded students. This report does not measure others who are in the same program not funded by CSB.

The information is taken from Employ Florida (EF) and shows information for Program Year (PY) 2019-20. The following key areas are shown for each program:

- Percent of customers exited who obtained employment.
- Percent of customers exited who obtained employment in a training related field.

When analyzing the data for corrective actions, staff focuses on the percentages for those areas. If any of the percentages are less than 60%, a closer look is taken to ensure the percentage represents a statistically valid number. We then look for extenuating circumstances, such as customers being recalled to previous employers or discontinuing training to take a job to meet immediate financial needs. If there are still concerns with the performance, corrective action is discussed.

The PY2019-20 report found the wage at placement to range from \$8.46 to \$57.69 per hour. The lowest rate remained the same as the previous year's rate of \$8.46 per hour. The upper rate was higher than the previous year rate of \$48.08 per hour.

Included is Attachment A which shows the amounts paid to each provider along with the percentage of those exiting the program(s) who became employed, the percentage of those employed who obtained jobs in areas related to the training they received, and the average hourly wage at placement. This attachment is included for information only. It is important to note that the amounts paid and the performance numbers are **not** related. *For example, Brevard Nursing Academy shows money spent but no performance outcomes because there were 31 customers actively enrolled in training with no recorded outcomes as of the end of PY 18-19.*

Tuitions may have been paid in prior program years and therefore not reflected in this report. Neither is the amount paid all inclusive; it only covers payments made to that vendor but does not include costs such as licensing fees, uniforms, supportive service payments, etc. that may have been paid to other vendors on behalf of the student.

All vendors with statistically valid numbers were above the 60% threshold that triggers a corrective action.

Discussion

Based on this analysis, staff's recommendation is to not issue any corrective actions to training vendors.

Attachment A

ITA Vendor Evaluation PY 2019-20 Formula Funding					
Provider Name	Total Amount Paid	Successfully Completed	Placed in Employment	Placed in Training Related Employment	Average Hourly Placement Wage
AAA School of Dental Assisting	\$3,504	1/1	---	---	---
		100%	---	---	
Brevard Nursing Academy	\$163,891	7/9	4/5	3/4	\$15.15
		77.8%	80%	75%	
Harris Casel Institute	\$0	0/1	1/1	1/1	\$27.19
		0%	100%	96.0%	
Eastern Florida State College	\$67,332	22/24	16/17	14/16	\$23.23
		91.7%	94.1%	87.5%	
Keiser University	\$22,930	7/7	4/4	3/4	\$13.63
		100%	100%	75%	
New Horizons Computer Learning Centers of Orlando	\$195,461	31/37	25/25	20/25	\$27.96
		83.8%	100%	80%	
Roadmaster Drivers School of Orlando, Inc.	\$38,540	5/5	5/5	5/5	\$14.91
		100.0%	100%	100%	
Truck Driver Institute of Florida	\$25,000	5/5	4/4	3/4	\$14.94
		100%	100%	75%	



July 27, 2021

Information Brief

Effectiveness of Training/Career Services PY 19-20

Background

Strategy: Identify, measure and implement training to support the needs of local businesses.

In support of this strategy CareerSource Brevard staff are continuing to track and analyze the effectiveness of training programs offered to career seekers through CSB by monitoring performance of career services compared to training services and to evaluate the effectiveness of the trainings offered.

In Program Year 2019-20, CareerSource Brevard provided Workforce Innovation and Opportunity Act (WIOA) funded career and training services to 836 customers at an average cost per placement of \$8,021. The following is a snapshot of the results of training to placement and is all inclusive of Individual Training Accounts (ITA's) and other training mechanisms (i.e. On-the-Job, Incumbent Worker Training and Adult Work Experience).

WIOA Adult and Dislocated Worker Formula Funds				
	Total Served	Completers	Total Placed	% of Completers Placed
Career Services	574	493	319	64.7%
Training Services	262	185	137	74.1%
Total	836	678	456	67.3%

WIOA customers who receive training continue to yield a higher placement rate than those receiving only career services. Career services include assessments, Employ Florida (EF) registration assistance, resume assistance, referral to workshops, etc.

Training Services are analyzed based on multiple modalities of training. These include Individual Training Accounts (ITA's), On-the-Job Training (OJT), Incumbent Worker Training (IWT), Employed Worker Training (EWT) and Adult Work Experience (AWE). IWT and AWE currently make up a significantly smaller segment of the training services and are not included in this analysis. This focus will be on the two larger mechanisms; ITA's and OJT's.

WIOA Adult and Dislocated Worker Formula Funds				
	Total Served	Completers	Total Placed	% of Completers Placed
Training Services	262	185	137	74.1%
ITA's	171	102	66	64.7%
OJT	53	45	36	80.0%
Other*	38	38	35	92.1%

*Other includes Employed Worker Training, Customized Training, and Adult Work Experience.

Both OJT's and ITA's contribute to high success rates, however ITA's have a higher cost and longer training period with average training length of 11.5 months for ITA's compared to average training length of 6.9 months for OJT's.

The "Other" category shows a higher placement percentage due to 33 of the 38 being Employed Worker Training customers who are training with their existing employer and as such remain employed upon completion.

Retention Rates for All Closures

Another factor for effectiveness of training is to consider retention in employment. Completed follow-ups were reviewed for both ITA's and OJT's. Staff looked to see if the customer was still employed at the time of the 6 month and 12 month follow-ups with no consideration of whether they were still with the same employer or not. The results are as follows:

	Placements	6 Month Follow-up	12 Month Follow-up
	All	Percent Still Employed	Percent Still Employed
ITA's	66	90.9% (60 OF 66)	91.7% (55 OF 60)
OJT's	36	88.9% (32 OF 36)	96.9% (31 OF 32)

This year ITA's have outperformed OJT's by 2% when looking at those customers still employed at 6 months. However, those numbers were reversed at the time of the 12 month follow-up where OJT's outperformed ITA's by 5.2%. It's hard to determine a specific cause as those not employed at the time of follow-up were from all industries and were a mix of training related and non-training related, lower wage and higher wage.

Conclusion:

In this and all previous reviews, training services when compared to career services alone yield a higher job seeker placement rate. This is most likely because of the more intensive interaction with staff and individualized services provided in a training environment.

Looking at the training services it is clear that some customers benefit more from ITA type training while others have fewer barriers and can move successfully through OJT training. The similar results for each program appear to indicate that career center staff are guiding customers to the type of training that best suits the customer strengths and experience.

Staff will continue to track and analyze the data and provide results for committee review.

Information Brief

Career Center Activities and Continuous Improvement

Background

CareerSource Brevard's contractor, C2 Global Professional Services (C2), regularly measures and evaluates activities occurring within the career centers to maximize services to both jobseeker and employer customers. Throughout the duration of the COVID-19 pandemic, C2 has considerably modified the delivery of services by virtualizing case management, workshops, site visits, employer services and more. Below is a snapshot of the various activities that have occurred within the career centers for the past quarter, April – June 2021.

Expanded Career Center Hours

As of May 3, 2021, the career centers hours have been expanded to accommodate the needs of customers seeking services. This expansion has allowed us to serve customers who are not able to visit the career centers during traditional office hours. Services are being provided to the public virtually via phone, chat on CSB's website, & email. Virtual service hours include:

- Monday – Thursday 6:00 – 7:30 p.m.
- Friday 12:00 – 5:00 pm
- Saturday 9:00 am – 1:00 pm

C2 staff are carefully monitoring customer traffic and it has been recognized that 172 customers have been served via phone and the chat feature. Preliminary tracking has shown that 68% of the customer engagement thus far has occurred during the 12:00 – 5:00 p.m. timeframe on Fridays. Reemployment Assistance was the topic of discussion in most of these forms of communication.

Full Return to Career Centers

Effective July 6th, 2021, staff rotations have ceased, and all staff are back on site at the career centers. Much preparation has occurred for this transition and staff are excited to be back together serving our customers. With the re-opening of CSB career centers, customers are no longer required to schedule appointments for general services. All workshops are still being held virtually. Customers without access to virtual workshops may come to the career center to attend. Virtual case management services are still provided based on customer's requests. All COVID-19 pre-screening and mask mandates have ceased for both visitors and center staff. Masks are still strongly recommended.

Customer Engagement and Outreach

Overall, staff continue to work with customers visiting the career centers and virtually. Internal monitoring shows that many of the customers visiting the centers were focused on completing the process to obtain their benefits or claiming their weeks for Reemployment benefits (aka unemployment). Despite this emphasis, staff were able to maintain focus on increasing customer engagement by offering job search support to customers. The Reemployment waiver ended June 26, 2021.

- A total of 508 customers entered employment this quarter with an average wage of \$15.88 (including 69 veterans). A total of 2,472 customers entered employment YTD with an average wage of \$15.92 (including 298 veterans).
- Brevard ranked 5th in the total number entered employment (based on the MMR Report).
- The Career Solutions Facilitators hosted 100 virtual job seeker workshops this quarter serving a total of 1,261 customers.
 - Workshop topics included, but not limited to:
 - Orientation to CSB; Networking/LinkedIn; Preparing for the Interview; Communication & Conflict management; Resume Development; Training Opportunities; Ask the Recruiter panel sessions; Evaluating & Negotiating a Job Offer; SkillUp Brevard – Metrix Learning; and AARP Core Workshops.
 - The marked increase in workshop attendance can be attributed to Reemployment Assistance recipients using their attendance to CSB workshops to satisfy their 5 job search requirements each week for Reemployment Benefits.

Outreach activities used to attract and engage job seeker customer this quarter included:

- Communications department continues to send briefs via eblasts announcing hot jobs, workshops, recruiting events each week to job seekers & community partners.
- Postings on CSB's website & social media including Jobs321.
- Texting jobs and recruiting events to customers registered in EF.
- Career center staff are proactively connecting with job seekers via phone and Employ Florida messaging system to provide information on services & offering job search assistance.

Career Services (Case Management)

- Adult Program (WIOA) – 20 of 29 files closed due to employment w/average wage of \$16.20. The maximum hourly wage was \$30.00.
- Dislocated Worker Program (WIOA) – 12 of the 14 files were closed due to employment w/average wage of \$20.46. The maximum hourly wage was \$26.00.
- NextGen Young Adults (WIOA Youth) – 36 of 42 files were closed positively (employment, education, or entered military). Average wage for those closed due to employment was \$12.28. The maximum hourly wage was \$27.95.
- Welfare Transition Program - 63 participants records were closed to entered employment w/average wage of \$12.98.

Community Partner Engagement/Collaboration

Staff engaged with community partners by participating in joint workshops and/or providing collateral for their on-site events. This quarter, we hosted the following CSB information sessions and events:

- Boys & Girls Club – (2 presentations to an audience of young adults)
- Take Stock in Children (audience – young adults & parents)
- Provided collateral to Endeavour Elementary for agency's resource fair on June 24, 2021.
- In partnership with Emma Jewel Charter Academy in Cocoa, CSB hosted a Build Your Future/Touch-a-Truck hiring event on Friday, June 25, 2021. This event was to connect with Cocoa and surrounding areas residents to share information on services and training opportunities provided through CSB. Attendees were able to interact with heavy equipment to gauge their interest in working with heavy machinery and small equipment. Although the turnout was below what we expected, we plan on having a similar event at a location that is well travelled and more visible to passersby.

Career Center Committee

GOAL: Create a Career Center Model that is one of the top choices for career seekers and businesses in Brevard by offering quality workforce products and services.

Objective 2: Outreach and attract hidden talent to expand the labor pool and grow the labor force.

Strategies	Actions	Timeframes	Status
<p>Build and maintain community-based partnerships to expand CSB's awareness within the community and to reach new job seekers.</p>		<p>Ongoing</p>	<p><u>Community-Based Outreach</u> To date, we have received 91 referrals via 88 partner agencies, including 3 referrals via Crosswalk, for this program year. CSB began transitioning community partners over to the Crosswalk system in May 2021.</p> <p><u>Elevate Brevard - Wells Fargo Workforce Roundtable</u> CSB has officially transferred the reigns to Family Promise of Brevard (FPOB), including the remaining funding for efforts to establish a Local College Access Network (LCAN). FPOB utilized the funds to hire a consultant who has a proven track record with similar projects on the west coast of Florida. The next meeting is set for August 3rd.</p> <p><u>COVID-19 NDWG Funding</u> CSB was awarded \$875,000 in NDWG funding to assist government agencies and non-profit organizations whose demand has increased due to COVID-19 with dislocated workers who have lost their job due to the pandemic and have been unemployed 6 of the last 13 weeks. Currently, this grant is assisting Aging Matters, the Early Learning Coalition, Second Harvest Food Bank, Daily Bread, Central Brevard Sharing Center, Catholic Charities of Central Florida, City of Melbourne Housing & Urban Improvement, Brevard Neighborhood Development Coalition, Macedonia Community Development, Brevard County Housing And Human Services Department, Community of Hope, Habitat for Humanity of Brevard Inc. and the City of Palm Bay.</p>
<p>Broaden our footprint with special populations.</p>		<p>Ongoing</p>	<p><u>Latino Population – Hurricane Maria</u> No new updates.</p> <p><u>Ex-Offenders</u> We continue to offer our RISE workshop both in-person and have added a virtual RISE workshop utilizing Microsoft Teams for our customers. We have two staff dedicated to the RISE program, a Customer Solutions Representative who conducts the RISE workshops, and a Job Developer who works to advocate for the hiring of ex-offenders to employers in our region. We look forward to continuing to find innovative ways to serve our ex-offender customers and continuing with RISE services. We have had 42 individuals participate in the RISE workshops since August when the grant ended.</p> <p><u>Mature Workers</u> Current performance through June 28th:</p> <ul style="list-style-type: none"> • 113 have attended an Overview Workshop • 51 have been enrolled in coaching (of 80) • 26 have gained employment (of 40)

			<p><u>AARP BTW50+ Skill Development Program Enhancement Grant:</u> AARP Foundation recently offered a small grant opportunity for current BTW50+ network partners that allows the grantee to enhance their current coaching experiences. CSB chose to request the maximum amount (\$10,000), to create a program that focused on improving access to an existing advanced digital skills training needed for local in-demand jobs. According to Department of Labor data, Brevard County employers within the county’s major industries have released over 7,000 job postings that focused on the need of Microsoft Office proficient job seekers. Therefore, CSB partnered with Brevard Adult Education to create a Microsoft Digital Literacy Training Seminar. This seminar will focus on providing July, September and October BTW50+ core program participants the opportunity to receive instruction on how to use Microsoft Office products, such as Word, PowerPoint, Excel and Outlook, as well as help grow their confidence in using these products and become marketable in the current employment economy. CSB has been contacted by AARP Foundation and was informed that funding will be awarded.</p> <p><u>Brevard Recovery Works</u> Below are the updated statistics through June 16:</p> <ul style="list-style-type: none"> • 133 individuals enrolled in grant • 74 have entered employment • 16 have entered training • 3 have obtained credentials • Four participants are working in humanitarian jobs <ul style="list-style-type: none"> ○ One participant completed program in April however took another permanent employment with a different company ○ Two were hired permanently by their sites ○ One has moved on to find regular employment
<p>Broaden our footprint with the virtual job seeker community.</p>		<p>Ongoing</p>	<p><u>SkillUp Brevard</u> In February 2021, ProveIt assessments were integrated into SkillUp Brevard as an added feature. Early data is showing that many who are entering the system to complete a ProveIt assessment take advantage of other courses as a personal choice. Below are current stats from May 2020 – May 2021:</p> <ul style="list-style-type: none"> • 994 licenses issued • 2,114 courses completed • 706 ProveIt assessment completions <p>The top 3 customer selected career pathways include Business (Administrative/Management), Information Technology and Health Care.</p>

Expand outreach and awareness of CSB's services to job seekers.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Outreach Review January – June 2021 Presentation</i>
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Communications & Marketing Highlights January - June 2021

Multimedia campaigns include video, earned media & partner relations, direct mail, and more

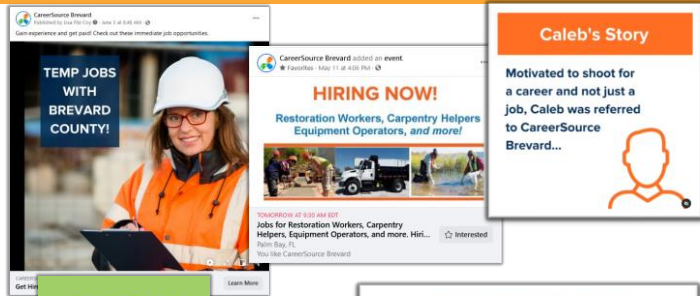
NDWG-Hurricane-COVID Grant

Filling temporary jobs for our Brevard County partners. Jobseekers earn while they learn new skills. Comprehensive campaign promoting multiple Countywide hiring events, success stories and daily open jobs. Website, paid social media, Craigslist.org, The Beach radio, digital direct mail, flyers and more.

Facebook ad <https://bit.ly/35O56/E>

Hiring Event! .30 radio <https://bit.ly/3zTpWOf>

Caleb's success <https://bit.ly/3vNF7Lj>



Annual Virtual Job Fair The message around this event was to jobseekers, the Industry Relations team needed no help finding employers ready to hire! Campaign included paid outreach on social media, radio, digital direct mail, flyers and more.

Success tips <https://bit.ly/3gWDJ3x>



Communications & Marketing Highlights January - June 2021

Multimedia campaigns continued...

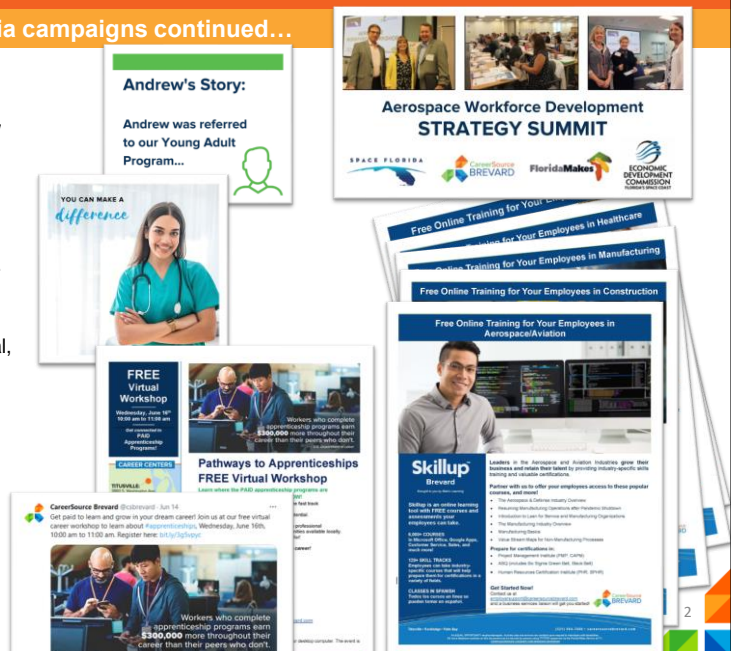
Customer Success Stories Mini testimonial-style video graphics posted to social pages, quotes and customer feedback shared with state and regional partners, and new customer feedback webpage. *Andrew's story* <https://bit.ly/3d6VSKU>

Aerospace / Advanced Manufacturing Sector Strategy Raising awareness of Aero-Flex pre-apprentice training and business summits with print collateral, web, e-media, video, print ads and social media. *February Summit recap* <https://bit.ly/3zqjQ6LR>

Healthcare Sector Strategy Raising awareness of hiring & training events and business summits with print collateral, radio, e-media and social media. *You can be a nurse* <https://bit.ly/3xFxO9Q> *Virtual Job Fair .30 radio* <https://bit.ly/3zMNgtA>

Registered Apprenticeships Educating jobseekers and engaging employers -- earn while you learn career opportunity. Virtual workshops & information sessions, website, print collateral, e-media and paid social media.

Skillup Brevard Free online employee training and retention tool shared with employers and partners Through networking, e-media, social media and print.



Communications & Marketing Highlights

Earned Media



Florida Today: As Brevard job count increases, many employers finding difficulty filling open positions "Concentrated skills training programs that offer industry-recognized certifications and credit towards a higher degree are exactly what Brevard's manufacturers need to grow and retain a skilled workforce. Basically, we're sitting at full employment." Marci Murphy, President, CareerSource Brevard.

Space Coast Daily: Space Coast EDC, FloridaMakes Introduce New Manufacturing Training Program at Eastern Florida State College "I think we're doing fantastic in Brevard County. Our issue is going to be finding job-seekers to fill the open positions. Employers are having a hard time finding the job-seekers. It's across the board -- the issue is widespread in the job market, including in aerospace, health care, manufacturing and retail." Marci Murphy, President, CareerSource Brevard.

Brevard Business News: CareerSource Leads way helping workers gain key credentials, on-job training



Impact by the Numbers

Metrics for CSB website and social media platforms

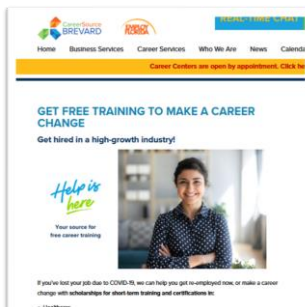


CareerSource Brevard Website:

- 137,168 unique visitors visited 208,396 times this program year**
- Top viewed page:** Reemployment Assistance FAQs: 74,374 pageviews
- Top sources of traffic:** Web search, Email, and Facebook

CareerSource Brevard Social Media:

- 11,639 followers across Facebook, LinkedIn, Twitter & Instagram**
- 749 New followers** this program year
- Conducted an audit** to determine effectiveness of social media strategy, ROI, and identify trends.



Career Center Committee

GOAL: Create a Career Center Model that is one of the top choices for career seekers and businesses in Brevard by offering quality workforce products and services.

Objective 3: Maintain a data centered environment to measure the success of CareerSource Brevard's services.

Strategies	Actions	Timeframes	Status
Measure and track CSB's Federal, State and Career Center Contract measures to monitor performance and ensure success.	Analyze and present at committee meeting	Ongoing	<p><i>See End of Year Contractor Performance PY20-21 Brief</i></p> <p><i>See Primary Indicators of Performance Brief</i></p> <p><i>See Continuous Improvement Performance Initiative Brief</i></p>
	Create and track an online customer feedback mechanism housed on the CSB website.	January 2021	<i>Completed and Implemented on March 21, 2021</i>



July 27, 2021

Information Brief

End of Year Performance PY 2020-2021

Background

The CSB Workforce Operations (Career Centers) contract is cost reimbursement for direct program costs; however, profit is withheld from the Contractor until measurable performance outcomes are achieved. Payments of withheld costs are available to the Contractor to earn on a quarterly basis. Payment of withheld profit uses a performance measurement model based on the following elements:

- **Element A:** Contractor must meet minimum performance on 80% of the measures (17 of 21 for quarters 1-3 and 18 of 22 for quarter 4)
- **Element B:** Contractor must meet accelerated performance on 50% of the measures (10 of 21 for quarters 1-3 and 11 of 22 for quarter 4)
- **Element C:** Meeting or exceeding a minimum score of 75 on a Board performance evaluation related to programmatic monitoring results.

PY 2020-21 Performance Results

The Contractor has met the required number of measures to be eligible to earn dollars for Element A. They were also successful in exceeding the performance criteria to be paid on Element B.

Elements of Contractor Performance Earnings - PY 20-21						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Customer Services						
Brand New Job Seekers with Extra Credit	Q1 -1,650 Q2 – 3300 Q3 – 4950 Q4 – 6600	Q1 - 1800 Q2 - 3600 Q3 - 5400 Q4 - 7200	Exceeded (1978.5)	Met (3346.6)	Missed (4532.4)	Missed (6019.2)
Customer Engagement	70%	75%	Missed (67%)	Met (74%)	Exceeded (76%)	Met (71%)
Entered Employment Rate/Positive Outcome						
Adults	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (100%)	Met (90%)
Dislocated Workers	90%	95%	Exceeded (100%)	Exceeded (95%)	Met (93%)	Met (90%)
Youth	90%	95%	Exceeded (100%)	Exceeded (100%)	Exceeded (100%)	Met (92%)
Welfare Transition*	33%	38%	Exceeded (65%)	Exceeded (56%)	Exceeded (55%)	N/A
Wagner Peyser	37%	40%	Missed (22%)	Missed (29%)	Missed (32%)	Missed (34%)

Elements of Contractor Performance Earnings - PY 20-21						
Measures						
Objective/Criteria	Minimum	Accelerated	1st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter
Short Term Veteran	38%	42%	Met (38%)	Met (40%)	Exceeded (42%)	Exceeded (44%)
Average Wage at Placement						
Adult	\$17.01	\$17.73	Exceeded (\$19.42)	Exceeded (\$19.71)	Exceeded (\$18.50)	Exceeded (\$18.54)
Dislocated Worker	\$18.59	\$19.31	Exceeded (\$19.35)	Exceeded (\$23.07)	Exceeded (\$20.96)	Exceeded (\$20.00)
Youth	\$10.90	\$11.15	N/A	Exceeded (\$11.32)	Exceeded (\$11.69)	Exceeded (\$12.09)
Welfare Transition*	\$10.01	\$10.65	Exceeded (\$13.09)	Exceeded (\$12.14)	Exceeded (\$12.62)	N/A
Wagner Peyser	\$11.44	\$12.15	Exceeded (\$15.71)	Exceeded (\$15.68)	Exceeded (\$15.78)	Exceeded (\$15.92)
Retention at 12 Months						
Adult	80%	85%	Met (81%)	Met (81.1%)	Met (81%)	Met (83%)
Dislocated Worker	80%	85%	Exceeded (95%)	Exceeded (97.1%)	Exceeded (93%)	Exceeded (89%)
Youth	72%	75%	Exceeded (75%)	Exceeded (73.3%)	Met (74%)	Exceeded (75%)
Measurable Skills Gain						
Adult	55%	60%	N/A	Exceeded (64%)	Exceeded (62%)	Exceeded (85%)
Dislocated Worker	55%	60%	N/A	Exceeded (60%)	Met (57%)	Exceeded (89%)
Youth	55%	60%	Exceeded (63%)	Missed (48%)	Exceeded (60%)	Exceeded (64%)
Quality of Referrals						
Referral to Placement Ratio by Job Seeker	45%	50%	Missed (42%)	Missed (43%)	Missed (43%)	Missed (44%)
Training Services						
PFM Career Training Services	53%	58%	Exceeded (76%)	Missed (49%)	Missed (52%)	Exceeded (58%)
Grants and Special Projects Measured Annually						
Performance on Special Projects and Grants	N/A	N/A	N/A	N/A	N/A	N/A

* Welfare Transition Measures are based on data available at the time of this report.

Element A				
Met the minimum percentages set on 14 out of the 18 (Q1) and 17 out of 21 (Q2 and Q3) and 18 out of 22 (Q4) Performance Measures established in Attachment F	Yes – Met Minimum on 15 of 18	Yes – Met Minimum on 17 out of 21	Yes – Met Minimum on 17 of 21	Yes – Met Minimum on 18 of 21 Measures * WT Measures and Measure 22 numbers will not

				<i>be available until the end of July</i>
Element B				
Met the accelerated percentages set on 9 out of the 19 Performance Measures (Q1), 10 out of 21 (Q2 & Q3) and 11 out of 22 (Q4) established in Attachment F	Yes – Met Accelerated on 13 of 18	Yes – Met Accelerated on 13 of 21	Yes – Met Accelerated on 12 of 21	Yes – Met Accelerated on 13 of 21
Element C				
Met a minimum score of 75 or higher on the CSB performance evaluation related to the annual state programmatic monitoring results	Met Achieved a score of 80			

Performance Measure Revisions for PY 20-21

In the wake of COVID-19, the measures for the first quarter of PY 20-21 were kept the same pending better knowledge of the path the services would need to take post lock-down. In September, board staff reviewed and modified the measures for PY 20-21 to ensure the best possible avenue for continuous improvement while making sure we are tracking all necessary measures and continuing to stay on track to meet our federal and state goals. While much is still unknown about the impact of the pandemic, staff have defined measures and negotiated performance expectations based on the best data available.

The unique situation presented by COVID-19 continues to be seen in performance numbers. The contractor continues to do a great job of minimizing the impact. Reopening of the Career Centers, expanded virtual offerings, and staff flexibility have all contributed to contractor maintaining optimal performance.

New Customers measure was missed. The number of “New Customer Jobseekers”, as defined in our local performance measures, using our services remained below the established performance expectation. This time frame last year, COVID-19 had changed our world. Staff transitioned to fully virtual services and we experienced an influx of new customers entering the system. Analysis of the jobseeker customers served in PY 20-21 indicates that while 4,812 of the 14,789 registrations were new customers never seen before July 1, 2020 (the beginning of the timeframe covered by this report); 7,846 of those registrations were customers entering the system after March 15, 2020.

Wagner Peyser Entered Employment Rate and Referral to Placement were both missed. This is directly related to the number of customers moving into employment. Businesses are beginning to open back up to full capacity, Work Search Waiver expired on May 29, 2021, the pandemic unemployment benefits (additional \$300) expired on June 26, 2021, and the Federal Unemployment is set to expire September 4, 2021. If there are no further extensions, we should begin to see an increase in jobseekers and placements over the next few months. A quick look at the last 3 months shows the increase in customers (April – 949, May – 976, June – 1,337).

The number of universal customers getting jobs remains a little more than 33% (up from 30% last quarter) but still below expected performance. Last year 3,746 had found jobs while this year the number was 2,480. The denominator for 20-21 of 7,418 is about 1,630 less than the same time-period last year (9,048). Again, this number is expected to increase over the next few months.

Staff will continue to monitor, analyze and report performance in all areas. Customers Served, Entered Employment Rates and Retention Rates will remain a focus for the next few months.

Information Brief

Primary Indicators of Performance

Background

Common Measures were established under Workforce Investment Act (WIA) and are still required by the Workforce Innovation and Opportunity Act (WIOA). While incentive monies will not be tied to meeting these common measures, there are sanctions tied to missing the same measure two years in a row to include completing a Performance Improvement Plan and not being eligible for the incentive dollars. New contractor measures have been designed to closely match most of the federal measures maintaining the focus on performance in these areas.

Below is the most recent report that shows past performance along with our actual performance through the 3rd quarter of PY 2020-21. Also shown are our goals for PY 2020-21. All performance goals were met or exceeded for the 3rd quarter.

July 2020-March 2021 Performance

Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 20-21 3rd Quarter Performance	PY20-21 Performance Goals
Adults:					
Entered Employment Rate (2 nd Qtr. after Exit)	92.6%	95.0%	89.1%	88.9%	86.5%
Employment Retention Rate (4 th Qtr. after Exit)	89.3%	92.6%	87.0%	88.50%	85.0%
Median Earnings (2 nd Qtr. after Exit)	\$7,496	\$8,017	\$8,097	\$8,745	\$7,500
Credential Attainment Rate	N/A	89.1%	78.7%	81.8%	72.0%
Measurable Skills Gain	N/A	N/A	N/A	61.7%	47.0%
Dislocated Workers:					
Entered Employment Rate (2 nd Qtr. after Exit)	85.7%	84.9%	91.8%	92.2%	86.0%
Employment Retention Rate(4 th Qtr. after Exit)	88.2%	87.5%	88.7%	92.6%	82.0%
Median Earnings (2 nd Qtr. after Exit)	\$6,432	\$8,229	\$10,174	\$12,252	\$7,200
Credential Attainment Rate	N/A	81.00%	61.1%	69.8%	70.0%
Measurable Skills Gain	N/A	N/A	N/A	58.6%	47.0%
Primary Performance Indicator (PPI)	Performance 2017-2018	Performance 2018-2019	Performance 2019-2020	PY 20-21 3rd Quarter Performance	PY20-21 Performance Goals
Youth Common Measures:					
Entered Employment Rate (2 nd Qtr. after Exit)	79.2%	83.5%	80.2%	81.0%	79.0%
Employment Retention Rate (4 th Qtr. after Exit)	78.3	82.2%	85.6%	78.3%	75.0%
Median Wage 2nd Quarter After Exit	N/A	N/A	N/A	\$3,654	\$3,200
Credential Attainment Rate	N/A	72.5%	70.3%	71.0%	76.5%
Measurable Skills Gain	N/A	N/A	N/A	60.0%	45.5%
Wagner-Peyser:					
Entered Employment Rate (2 nd Qtr. after Exit)	69.1%	63.8%	68.8%	63.8%	65.0%
Employment Retention Rate(4 th Qtr. after Exit)	70.7%	64.8%	65.4%	65.2%	64.2%
Median Earnings (2 nd Qtr. after Exit)	\$5,165	\$5,619	\$5,459	\$5,313	\$5,000
Not Met (less than 90% of negotiated)	Met (90-100% of negotiated)		Exceeded (greater than 100% of negotiated)		

Information Brief

Continuous Improvement Performance Initiative (CIPI)

Background

The Continuous Improvement Performance Initiative (CIPI) Measures are those developed under the guidance of CareerSource Florida and align with CSF’s corporate goals. These measures are used for awarding performance incentive monies to regional workforce boards. The current measures replace the previous Performance Funding Model method beginning with PY 2019-2020. Program Year 2018-2019 was considered the baseline year and was used to set targets for performance. The target or goal is established by adding 10% to the actual performance of the same quarter in the previous year.

The initiative includes three key metrics with additional credit for serving individuals with barriers to employment and for providing staff-assisted, high-value services to business establishments in up to five board-selected industry sectors. The five industries measured for Brevard are: Construction, Healthcare, Manufacturing, Professional and Information.

CareerSource Florida allocated \$5 million to recognize local workforce board performance on these metrics. CareerSource Brevard’s allotment is just over 2.35%, or \$117,500 (estimated maximum amount to be paid out if all measures are met every quarter). This amount is divided evenly by quarter among the three metrics. The performance is earned quarterly and paid out at 6 months and 1 year.

July 2020-June 2021 Performance

Entered Employment Rate 1 st Quarter after Exit				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	71.93%	70.52%	61.58%	60.24%
Actual	72.32%	N/A	N/A	N/A
Results	<i>Met</i>	N/A	N/A	N/A
Participant Training Rate				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	45.08%	47.61%	51.75%	48.89%
Actual	49.46%	47.26%	52.3%	54.78%
Results	<i>Met</i>	Not Met	<i>Met</i>	<i>Met</i>
Business Penetration				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	738.1	660	790.9	954.8
Actual	1,139.40	1,352.40	1,362.40	N/A
Results	<i>MET</i>	<i>MET</i>	<i>Met</i>	N/A

The results shown in italics are preliminary numbers.

To date CareerSource Brevard has received \$19,816 for Quarter 3 of the 20-21 Program Year and \$59,448 total for the year.

Final report for PY 19-20 follows:

July 2019-June 2020 Performance

Entered Employment Rate 1st Quarter after Exit				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	75.5%	71.19%	71.92%	69.22%
Actual	76.4%	74.98%	66.35%	66.66%
Results	MET	MET	Not Met	Not Met
Participant Training Rate				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	41.31%	41.43%	45.48%	45.05%
Actual	50.04%	53.24%	59.01%	49.95%
Results	MET	MET	MET	MET
Business Penetration				
	Q1 7/1-9/30	Q2 10/1-12/31	Q3 1/1 – 3/31	Q4 4/1 – 6/30
Goal	763.4	585.1	1085.7	807.4
Actual	1018.4	879.6	1052.3	1185.5
Results	MET	MET	NOT MET	MET

CareerSource Brevard received a total of \$88,605 in Incentive funds for the PY 19-20 Program Year.

Career Center Committee

GOAL: Create a Career Center Model that is one of the top choices for career seekers and businesses in Brevard by offering quality workforce products and services.

Objective 4: Offer the highest quality of services to Businesses to meet their workforce needs.

Strategies	Actions	Timeframes	Status
Track & improve Business engagement Activities		Ongoing	<p><u>Business Metrics</u> From July 1 through June 30: Unique Businesses Served – 3,111 Total Number of Services Provided to Businesses – 42,553</p> <p><i>See Q4-2021 Job Fair and Recruiting Events Presentation</i></p> <p><u>Aero-Flex Pre-Apprenticeship Program</u> With the closeout of the Aero-Flex grants, CSB plans to continue to provide the Aero-Flex training to jobseekers as we continue to engage industry champions and create employment opportunities. We currently have access (at no cost) to 40 additional Aero-Flex training licenses from ToolingU. CSB has executed a subrecipient agreement with our CA workforce partners under a H1B funded grant from USDOL. Program staff have developed a strategic plan for recruiting jobseekers for training enrollments and employer participation.</p> <p>Staff continues to meet with SCCAP reps to support their Mechatronics & newly implemented CNC Registered Apprenticeship programs by working with ToolingU to map competencies for credit for prior learning, defining a formal process to refer jobseekers and to provide funding support for the work-based learning portions of these training programs.</p>
Expand outreach and awareness of CSB's services to businesses.	Engage outreach plan that raises awareness of CSB's business services and career services.	Ongoing	<i>See Outreach Review January – June 2021 Presentation</i>

Recruiting Events, Job Fairs & Workshops

Offering businesses and career seekers quality workforce services

Recruiting Events

14 Onsite Events

- Manpower, Embraer, AUE Staffing, LF Staffing, Subway, Compass USA, Kings Service Solutions, STS Technical Services, Walmart Distribution Center, Devereux, Contec Americas Inc.
- Appointments & Walk-Ins
- 100 Job Seekers attended, 17 Veterans
- Multiple job offers as results of recruiting efforts



EDC Private Virtual Job Fair

- Held on April 28th
- Premier Virtual Platform
- 8 Employers participated
- 15 Job seekers attended

CareerSource Brevard's Annual Job Fair

- Hosted on June 10th
- 2nd Virtual Annual Event
- 55 Employers participated
- 91 Job seekers attended
- 1 hire reported day after event



Presentations & Panels

Offering businesses and career seekers quality workforce services

Employer Panels

- Held on April 21st, May 27th, and June 24th
- Hosted on Microsoft Teams platform, open to all job seekers
- 15 local employers participated
- 173 attendees
- Topics included available job openings, effective job strategies amidst COVID-19, resume & interviewing best practices, social media/networking, professional branding

VIRTUAL CAREER WORKSHOP



Ask the Recruiters Q&A Panel Discussion

Veteran Focused Employer Panel

- Virtual Event held on June 9th
- SpaceX, Health First, STS Technical Services, & Leonardo DRS participated
- LVER Greg Tudor Facilitated Panel
- 27 Attendees, 24 Veterans
- Educated veteran job seekers on job openings, interviewing techniques, resume best practices, and effective career strategies.

Viera Means Business Outreach Event

- Hosted at the Chateau Madeleine on June 10th
- 38 Attendees
- Staff educated businesses on workforce services
- Engaged new companies that have not used CSB services



Consortiums

Sector Strategy Initiatives for Brevard

Healthcare Convention

- Virtual event hosted on May 13th
- 30 Attendees
- Innovative way to bring Industry Partners together
- Three Sessions: Career Pathways & Training Providers, Scholarship Opportunities, Employer Panel



I.T. Consortium- Virtual Strategy Summit

- Held on May 26th
- Facilitated by Judy Blanchard, VP of Industry Relations
- 43 Attendees
- Presentations: CSB, Brevard Public Schools-CTE, Florida Makes, Safal Partners, Florida Department of Education-Apprenticeship Outreach, CareerSource Florida
- Partners brought together to strategize to help fill and sustain the IT pipeline in Brevard



Aerospace Workforce Development Consortium

- Hosted on June 24th
- Virtual Strategy Summit facilitated by Judy Blanchard
- 50 Attendees
- Welcome (Space Florida), Key Talent Needs (Florida Chamber of Commerce), Breakout Sessions on Data Presented (Maher & Maher), Partner Updates (Brevard Public Schools CTE, Space Coast Consortium, Eastern Florida State College)
- Sector partnerships to address workforce needs & growth of the Aerospace Industry



Upcoming Events

- **IT Apprenticeship Accelerator- July 21st**

Fact Sheet

Business Services Provided July 1st, 2020 – June 30th, 2021



CAREER CENTER COMMITTEE (CCC)

ATTENDANCE RECORD

PY 2020-2021	JULY	OCT	JAN	APR
Beal, Shawn	P	P	P	A
Benjamin, Lorri	new	P	P	P
Brockwell-Carey, Lynn	P	P	P	P
Gaedcke, Marcia	P	A	P	P
Gramolini, Robert	P	P	P	P
Heller, Nancy	P	A	P	P
Jackson, Juanita	A	P	past	
Jaskiewicz, Brian	P	P	A	A
Jones, Leslie		new	P	P
Koursaris, Laura	P	P	A	P
Mack, Travis	A	P	P	P
Pobst, Theodore	new	P	P	A
Sugarman, Jennifer	P	P	P	P